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In the Matter of	Docket No. 2007-402	÷€ 2008 · 2 ·	, _
Application of Affordable Phone	e Service)		
d/b/a High Tech Communic	ations)		
For Designation as an Eligible)	ETC ANNUAL REPOR	₹Т
Telecommunications Carrier Pur	rsuant)		

Pursuant to regulation 103.690 of the South Carolina Public Service Commission, Affordable Phone Services, Inc d/b/a High tech Communications (APS) hereby submits this Eligible Telecommunications Carrier ('ETC') annual report.

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I. BACKGROUND

To Section 241(e)(2) of the

Communications Act of 1934

The Commission, by Order 2008-273, dated December 19, 2008 designated APS as an ETC pursuant to 47 U.S.C. § 214(e)(2). By letter, the Commission informed the Federal Communications Commission ("FCC") and the Universal Service Administration Company ("USAC") of this designation. The Commission's initial certification to the FCC and the USAC was effective December 17, 2008 the date of its Order designating APS as an ETC. The Commission will not need to further consider APS for recertification until the latter part of the year 2009. Pursuant to the FCC's rules, which requires states to establish an annual certification process for Competitive Local Exchange Carrier (CLEC) carriers receiving federal low income support, APS submits this annual report for the purpose of extending its ETC designation and the Commission's certification of APS's entitlement to receive low income support for the 2010 calendar year.

ANNUAL REPORTING REQUIREMENTS II.

Pursuant to the Commission's regulation 103.690, a common carrier designated under 47 U.S.C. § 214 (e)(2) as an ETC after January 1, 2007 shall provide the following information:



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A. Number of Requests from Potential Customers That Were Unfulfilled

During the study period of December 2008, out of 916 applications for service, APS completed service on 505 customers, and had 411 unfulfilled requests. APS affirms its commitment to providing service throughout its designated service area and has pursued the following remedies to make our product more appealing to customers in our service area, thereby hoping to lower those customers reported as unfulfilled.

- APS has reduced the cost of its Lifeline Plan prices, to make the plan affordable to all low income consumers
- APS has offered Caller ID and Call Waiting for free to entice more customers to sign on with Lifeline Service
- APS has contracted with a Long Distance company to offer 240 minutes for free to any customer on our platform each month they pay their bill
- APS has begun a marketing and outreach program to let all customers in our service area know about our service

B. Number of Complaints or Trouble Reports Per 1000 Handsets

APS did have several customers report telephone service complaints during this study period. For the month of December 2008, during which is the only month we were ETC designated, the outage report would be as follows:

Repair by Type of Outage	Number of Customers Reporting This Type of Outage		Average Days Until A Repair of This Type Completes	
No Dial Tone	8%	(80 total customers)	3 days	
Static	.6%	(6 total customers)	4 days	
Crossed Lines	.2%	(2 total customers)	3 days	
Rings once, disconnects dead air	.5%	(5 total customers)	2 days	
Other *	1.5%	(15 total customers)	4 days	

A repair with a type labeled as "Other" can be anything from a feature issue to a complaint of being able to make calls out but not receive incoming calls. These repairs are usually inside issues. Repairs labeled "Other" and "Static", where the customer has dial tone and can have access 911 are not considered "Emergencies" like a No Dial Tone issue where a customer would not have access to 911, therefore those repairs may take a day or two longer to complete. It is important to note that because we are a CLEC, all of our repair issues are reported through AT&T's repair center, and it is an AT&T technician that is dispatched to repair the line.

C. Certification That It Is Complying With Applicable Service Quality Standards

APS certifies that it is in compliance with the Public Service Commission standards for all CLECS.

We strive for excellence in all areas of customer service and in all areas of provisioning in our service area.

D. Ability to Remain Functional in Emergency Situations

APS is committed to and remains able to function in emergency situations. APS utilizes AT&T's switches, which are equipped with emergency generators and have the capability of re-routing traffic in response to emergency conditions. Similarly, AT&T monitors its sites with sophisticated equipment capable of detecting disruptions caused by emergency situations allowing them to respond quickly and effectively. APS currently has a Hurricane plan that the company follows in order keep our customer service department available during service hours.

E. Certification of Local Usage Offering

APS has committed to developing local usage plans that are identical to those offered by the incumbent Local Exchange Carrier (LEC) in APS's designated service area. The commitment is effective and APS certifies that the plan is currently in place and available to all Lifeline (and non-Lifeline) consumers. The plans are advertised on the company's website, and is also described in brochures and postcards that that are available in all APS branches, or are mailed to consumers in our service area.

F. Certification Regarding Equal Access to Long Distance Carriers

APS certifies its acknowledgement that the FCC may require it to provide equal access to Long Distance Carriers in the event that no other ETC is providing equal access within APS's service area. At this time, AT&T does offer equal access to Long Distance Carriers, but as a CLEC, APS offers Long Distance service through one carrier in a pre-paid commitment of 240 minutes per month per customer for free.

G. Number of Lifeline and Link-Up Customers

During the study period of June 2008 through December 2008, in which APS was ETC designated in December only, APS did not service any Lifeline customers and provided only 45 Link-Up Adjustments. APS advertised the availability of Lifeline and Link-Up services through letters and postcards to existing non-lifeline customers, through Television ads and with mass mailings to multiple zip codes in our service area. A description of Lifeline and Link-Up programs was placed within the Yellow Pages of the telephone directory. Advertisements were published in local news print. And a description of Lifeline and Link-Up programs was placed on our website www.homephonesforfree.com.

H. Copies of Responses to Lifeline Verification Surveys or Certifications Filed with the USAC

APS did not file for low income support for the period of 2008, in any month other than December. In December we filed for 45 Link-Up customers. APS did file for low income support on a monthly basis commencing January 1, 2009. Annual Lifeline Certification and Verification with the Universal Service Administrative Company was filed prior to August 31, 2009. In that report (a copy of which is enclosed as Exhibit A) 45 Lifeline Consumers were surveyed or verified, and only

12 of those consumers were found to be ineligible. They were actually not found ineligible due to loss of Lifeline qualifications, but only found to be ineligible because they did not respond to our request for survey. Those customer will continue to receive letters stating the need to respond, and if they fail to respond for 60 days will be moved to the higher priced non-Lifeline plan.

III. CONCLUSION

APS respectfully requests that the Commission re-certify APS's designation as an ETC throughout its FCC licensed boundaries. As set forth above, APS satisfies all of the annual reporting requirements established by the FCC and this Commission as they pertain to ETC re-certification and designation. As a result, APS asks that its designation be re-certified throughout its entire FCC licensed service area.

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